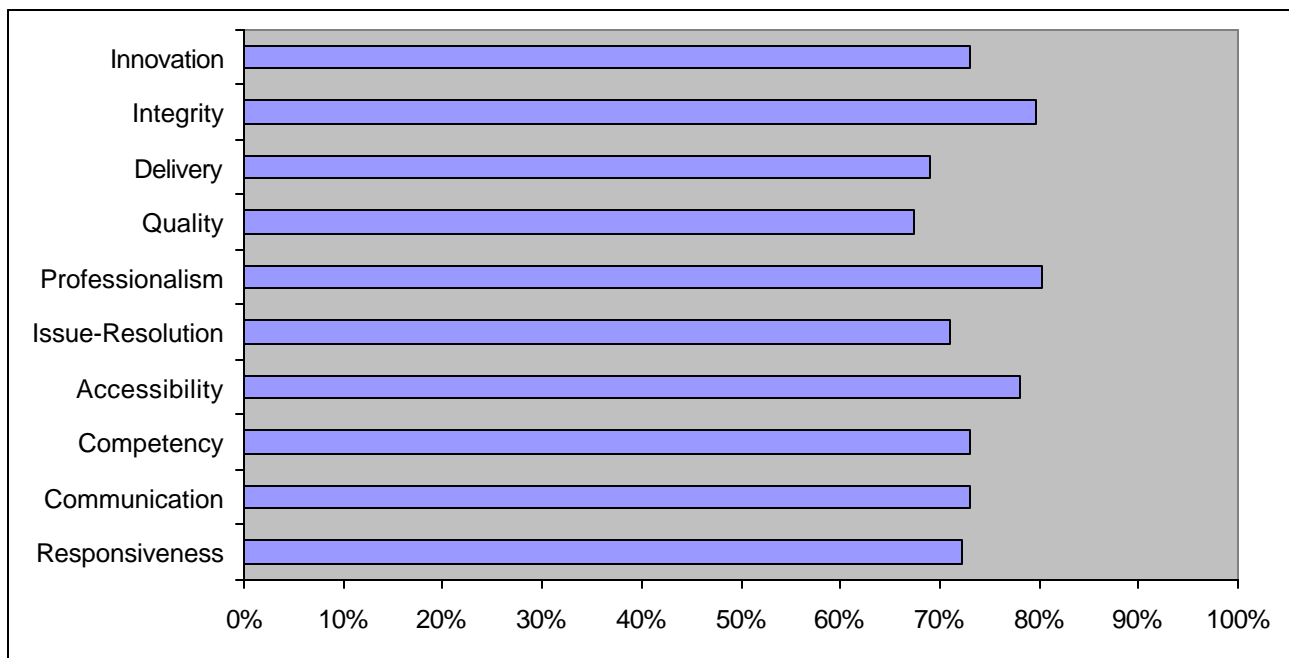


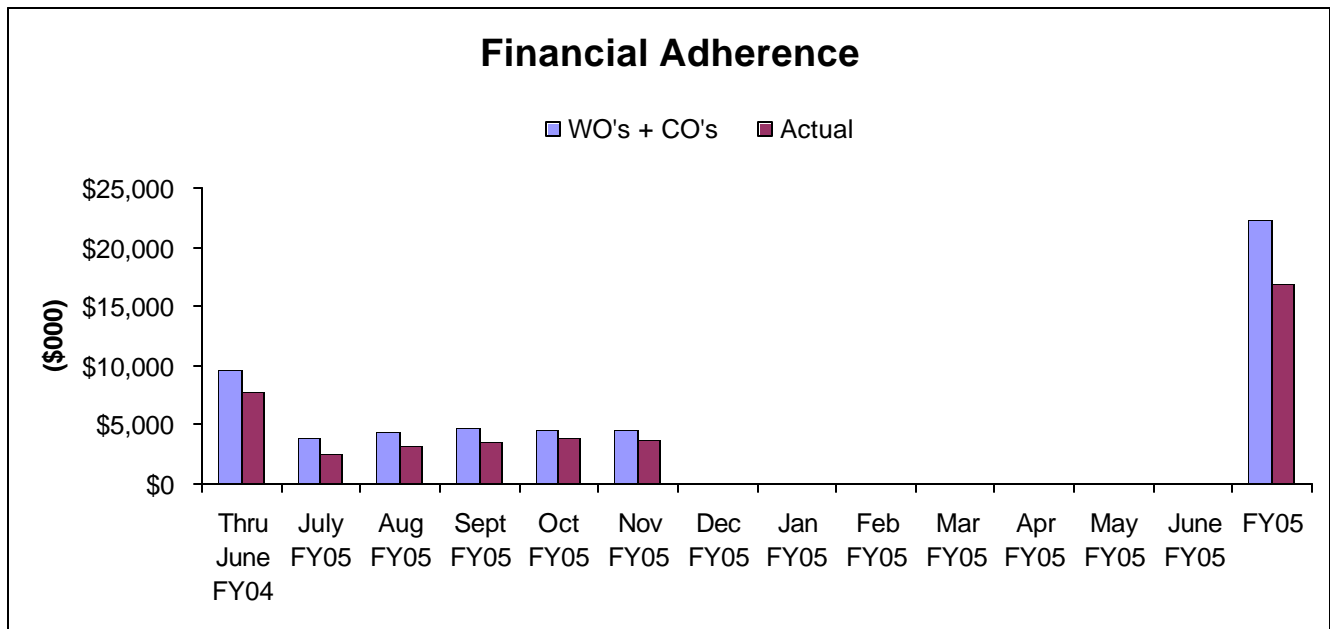
Dashboard reports give us the ability to quickly assess at a glance the progress of the Rationalization initiative in key aspects of the program.

Customer Satisfaction Survey Results



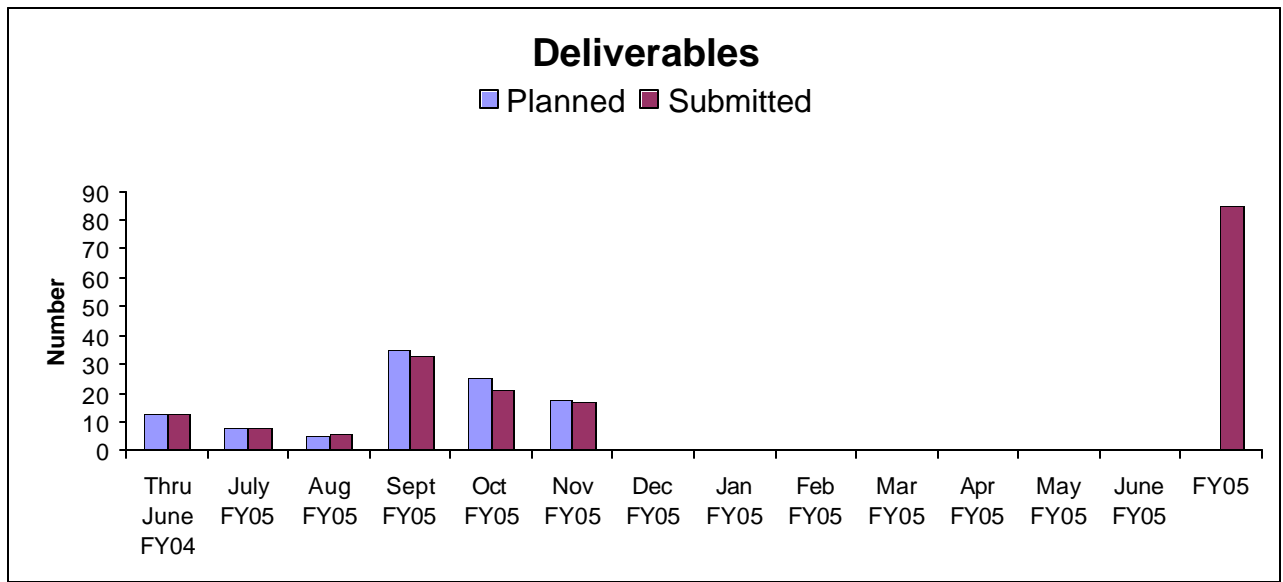
Customer Perspective:

This graph contains a combined rating of our vendors by the BCCS Executive Team on a scale of 1-100% in ten key performance areas for the month of November.



Financial Adherence:

Financial Adherence measures the corresponding dollar amount of planned man-hours vs. actual man-hours. This is tracked monthly by Work Orders (WO's) and Change Orders (CO's) that project estimated Rationalization expenses. The actual dollar amount depicts what was actually invoiced for a given month.



Deliverable Adherence:

Deliverable Adherence compares the number of planned deliverables as defined by the Rationalization Charters with the actual number of deliverables that were submitted by month.